Performance Work Statement (PWS)
Defense Manpower Data Center (DMDC)
Enterprise Information Technology Services II (EITS II)
Non-secure Internet Protocol Router Network (NIPRNet)
Enterprise Alternate Token System (NEATS) IV

1.0   INTRODUCTION

The Department of Defense (DOD) Public Key Infrastructure (PKI) Program Management Office (PMO), through the Defense Manpower Data Center (DMDC), requires information technology services that can support the development, sustainment and delivery of a DOD PKI certificate and token issuance system for NIPRNet. Its primary purpose is to serve people who require alternate tokens that are not Common Access Cards (CACs) to access NIPRNet information systems and email services.

2.0   BACKGROUND

2.1   DMDC supports major programs and initiatives within the Department of Defense (DoD) and maintains the largest archive of personnel, manpower, training, security and financial data within the DoD. The personnel data holdings, in particular, are broad in scope and date back to the early 1970's, covering all Uniformed Services, all components of the Total Force (Active, Guard, Reserve, and Civilian), and all phases of the personnel life cycle (accessions through separation/retirement). The categories of data archived at DMDC represent significant data holdings and, in most cases, provide the only single source of commonly coded data on the Uniformed Services. These data support decision-making by the Office of the Secretary of Defense for Personnel and Readiness (OUSD (P&R)), other Office of the Secretary of Defense (OSD) organizations, and a wide variety of customers both within and outside the DoD.

2.2   DMDC operates major programs that include verifying military entitlements and benefits; managing the DoD ID card issuance program; providing identity management for the DoD; helping identify fraud and waste in DoD pay and benefit systems; personnel and property identification, authentication, and access control systems; personnel evacuation support systems; conducting personnel surveys; and assisting military members and their spouses with relocations, quality of life issues and post-service job searches. DMDC is a geographically separated organization with personnel and facilities located in both Virginia (VA) and California (CA) and support offices in Germany, the Republic of Korea, Qatar and Kuwait. The Director of DMDC is located at DMDC's offices in Alexandria, VA.

2.3   The major components of DMDC's information technology (IT) environment, major programs and customer off the shelf (COTS) software supported by this PWS are described in Appendices A through J. DMDC anticipates that these components, applications and information may change before and during the performance of this effort.

Performance Work Statement
Defense Manpower Data Center (DMDC)

3.0   SCOPE

The Contractor shall provide the personnel and management required to support in planning, designing, developing, updating and sustaining the NEATS system for the Department of Defense.

All application development and other DMDC support must comply with the current approved, DMDC enterprise reference architecture(s), policies, and procedures identified by the Government and documented in alignment with the Department of Defense Architecture Framework (DoDAF) (Appendix K).

4.0   REQUIREMENTS.   *The contractor shall:*

4.1   Provide Sustainment Support for the NEATS and Alternate Token Issuance Management System (ATIMS) Applications

4.1.1   Provide software development and sustainment as NEATS and ATIMS solutions are fielded into production.

4.1.1.1   In conjunction with the ATIMS Program Manager (PM), maintain the ATIMS baseline, and execute only DMDC-ATIMS Configuration Control Board (CCB) approved modifications.

4.1.1.2   Modify fielded software to identify new requirements, change existing requirements, develop, test, and field routine software changes. CCB-approved code changes are to be developed according to DMDC standards, and these changes must be documented in release notes according to DMDC standards to reflect the functional changes.   Release notes shall be written within 3 calendar days of a release implementation.

4.1.1.3 The contractor shall maintain the ATIMS user guide at Https://intelshare.intelink.gov/sites/neats/_layouts/15/start.aspx#/ . The contractor shall keep it current with ATIMS ensuring all functionality changes to ATIMS application are reflected in the user guide. Updates must be available to the ATIMS PM after Quality Assurance (QA) approval but before the scheduled production release.

4.1.1.4   Provide application sustainment which includes: processes, procedures, people, material, and information required to support, maintain, and operate the software aspects of a system.

4.1.1.5   Ensuring application sustainment includes: architecture, technical currency, DoD instruction or policy directives, legislative directives, engineering, data management, configuration management, training, survivability, environment, and protection of critical program information, anti-tamper provisions, information technology security, supportability and interoperability functions, product management, and technology refresh.

4.1.1.6   Evaluate release scope for all releases for production planning. Release scope detail shall be posted within the current DMDC release tool (JIRA).

4.1.1.7   Provide monthly updates to the Government on the application sustainment.

4.1.1.8   The government anticipates 3 releases per year incorporating required updates for cybersecurity and necessary engineering change proposals (ECPs).

Release Type	Est Hours to complete	QTY per year
Cyber/ECP/QA	960 per release	3

4.1.1.9   Tier 2 Help Desk support
Monitor and respond to Tier 2 tickets supporting customer product installation and trouble shooting.   There will be an average of 100 tickets per month with an estimated time of 2 hours to resolve each.

Ticket Action	Timeframe
Triaged/assigned (100%)	Within 2 Business Days
Resolved (90%)	Within 10 Business Days
Escalated	If ticket cannot be resolved within 10 business days, it will be escalated to government lead for awareness.

 4.2 Provide Quality Assurance (QA) Support

4.2.1   Provide NEATS and ATIMS Quality Assurance Testing and Quality Management Planning in accordance with the processes and procedures established in the base PWS for EITS II and EITS TO 2. Define and develop test plans, test scripts, test cases; track and report issues; conduct testing and measure the success during and after testing; and evaluate and document test results. Conduct Quality Assurance (QA) for DMDC projects, using documented requirements provided in functional, technical or application release scope specifications. Provide QA support, which includes releases for: Shared libraries, single table   updates, web applications, web services, applications, reports, modules, software programs, etc.

4.2.2   The QA specific performance objectives are within scope. Maintain the automated and manual test case reports metric for the transitioned applications during the remaining period of performance. Report current state (automated and manual metrics) for the period of performance. Deliver a current and future state assessment of incorporating automation within the applications in scope, before the end of the current period of performance.

4.2.3   **Provide Quality Assurance Test Strategy Support**

4.2.3.1 Develop QA Testing Strategy which outlines the QA process that will be used to validate all tested items perform as designed, fulfill requirements, meet any applicable service level agreements and does not adversely impact other applications.

4.2.3.2 Ensure the Quality Assurance Test Strategy defines a clear and consistent strategy that supports the following areas:

- Validation of Software Readiness for QA Testing
  - (Release Notes, Developer Handoff)
- Creation and maintenance of RTMs
- QA test case suites for automated and manual testing
- Automation scripting
- Issue tracking and issue resolution
- Test data creation and management
- QA testing sign off process
- QA requests for approval in support of software deployments as applicable.

4.2.3.2.1 Incorporate the Quality Assurance Test Strategy consistent with existing DMDC QA standards, guidelines, and document templates. DMDC QA standards, guidelines and document templates will be provided upon award.

4.2.4 Quality Assurance Test Plans

4.2.4.1 Create and submit for approval the QA Test Plans which provide a detailed listing of all QA activities within each QA testing project. QA Test Plans must be developed and maintained for all projects requiring QA level support.

4.2.4.2 QA test plans must accommodate regression testing of software components and functionality that has not been modified but may interact with modified components and functionality to ensure that changes have not adversely affected existing capabilities.

4.2.4.3 QA test plans must include coverage for Section 508 Accessibility validation, based on direction from the QA government lead, regarding level of test coverage, and targeted applications within scope.

4.2.4.4 QA test plans must specify the software and versions under which the application was tested. If different from previous QA test, this information must be updated in the ATIMS Workstation Setup Guide found at https://intelshare.intelink.gov/sites/neats/_layouts/15/start.aspx#/.

4.3   Reports

4.3.1   Provide a Quality Control Plan (QCP)

The Contractor shall follow the QCP requirements identified in the PWS Section 5.9.1 of the EITS II Base IDIQ

4.3.2   RISK MANAGEMENT PLAN

4.3.2.1   The Contractor shall assess, evaluate, document, and manage risks associated with the performance of this contract in a Risk Management Plan, which shall be submitted to the Government 30 calendar days after Task Order Award. Escalate issues and risks within 24 hours of identification to the Government PM and COR via e-mail.

4.3.3   Work Breakdown Structure (WBS)

4.3.3.1.   Submit a final detailed Work Breakdown Structure (WBS) 30 calendar days after Task Order Award. The WBS shall detail the decomposition of the work to be executed by the project team to accomplish the project objectives and create the required deliverables in accordance with the PWS. Define each of the tasks required to complete the work, identify individual responsibilities, and describe output, timelines for completion and performance standards. The WBS shall identify final completion dates and progress milestones for tasks and provide a basis for monitoring and evaluation of contractor work.

4.3.3.2   The Contractor's quality system shall demonstrate its prevention-based outlook by meeting the objectives stated in the PWS throughout all areas of performance and shall be developed to specify the Contractor's responsibility for management and quality control actions to meet the requirements of the PWS. The Contractor's QCP shall be incorporated into and become part of this task order after the plan has been accepted by the Government. The Contractor's QCP shall be maintained throughout the life of the contract and shall include the Contractor's procedures to routinely evaluate the effectiveness of the plan to ensure the Contractor is meeting the performance standards and requirements of the contract.

4.3.4   Participate in Kick Off Meeting

This meeting provides an introduction between the Contractor and Government personnel who will be involved with the contract and will aid both parties in achieving a clear and mutual understanding of all requirements, and identify and resolve any potential issues. This meeting is not a substitute for the contractor to fully understand the work requirements at the time offers were submitted nor is it to be used to alter the final agreement arrived at in any negotiations leading to contract award. The Contractor shall be prepared to discuss any items requiring clarification and gather information as necessary to support each deliverable and shall submit a written summary of the Kick Off Meeting to the DMDC PM and GSA COR.

4.3.5   Weekly Status Meeting

Facilitate weekly status update meetings providing a review of project schedule, issues and risks. Distribute the prior week's meeting minutes at least 2 business days prior to the next

meeting. Update project schedule on a real-time basis as events require, and publish to the Project Center immediately after updates are made. Maintain the project notebook, which is currently maintained in OneNote, and maintain in accordance with the meeting minutes' content.

4.3.6 Monthly Status Report (MSR) and Senior Management Reviews (SMR)

The Contractor shall follow the requirements identified in PWS Section 5.8.6 of the EITS II Base IDIQ.

4.3.7 Problem Notification Report (PNR)

The Contractor shall follow the PNR requirements identified in PWS Section 5.8.7 of the EITS II Base IDIQ.

5.0 Quality Surveillance
The Contractor shall follow the Quality Assurance requirements identified in the PWS Section 5.10 of the EITS II Base IDIQ.

5.1 Performance Standards:

The incentive for achieving the Acceptable Quality Levels (AQLs) listed in the table below is a positive past performance evaluation, it should be understood that failure to meet the performance metrics below will result in negative past performance evaluations.   All AQLs will be reported in the MSR.

Past Performance Evaluations will be submitted to the Contractor Performance Assessment Reporting System (CPARS) for all government agencies to review. Past Performance Evaluations will contain detailed narratives explaining reasons for positive and negative assessments. The following are the specific performance standards for this PWS. In addition to the below AQL table, the contractor shall meet all the requirements identified in Appendix D - SDLC - Process Handbook v2.0 of the EITS II IDIQ.

Performance Objective	Performance Threshold	Method Of Surveillance
Quality of Service: deliverables are complete and accurate	No more than one (1) set of corrections required for any product provided for a given deliverable. All corrections submitted within one (1) business day of the negotiated suspense.	Contractor shall submit to the product owner for review and approval. The product owner shall maintain a log on submitted deliverables and corrections required and submit to the COR monthly.

Schedule: Deliverables are submitted on time.	No more than one (1) late deliverable per month. No deliverable late more than five (5) business days.	The log will identify the timetable and schedule for on time submission
Business Relations: Proactive in identifying problems and recommending implementable solutions	Clear and consistent written or verbal responses and/or acknowledgement within one (1) business day of initial government notification.	Product Owner will log government requests for solutions on the log
QA Specific Objectives	Provide the percentage of test case execution. Unless otherwise agreed upon with the government project manager, test case execution must be 100% for all projects. Provide on the signoff documentation to project teams. % of test case execution (indicates the progress of testing by giving the percentage of test cases executed with the result of a pass, fail, or blocked result) Percent of Test Case Execution = (Number of Passed Tests + Number of Failed Tests + Number of Blocked Tests) / Number of Test Cases	Product Owner will track and manage QA releases twice a year and log all actions.
	Provide the defect removal efficiency. DRE must remain >95%. Report progress in MSR. Defect Removal Efficiency (No. of Defects found during QA testing / (No. of Defects found during QA testing +No. of Defects found by End user))	

	Provide defect leakage rate. Rate must remain at 5% or less. Report progress in MSR. Defect Leakage (used to identify the efficiency of the QA testing) = (No. of Defects found in UAT / No. of Defects found in QA testing) * 100	
	Automation shall meet requirements established in TO 2 Enterprise QA.	
	Continue ongoing monitoring of PII data and its usage.	
	4.8.3.1 Respond to all calls related to incidents affecting production within fifteen minutes, in the event that the incident requires QA to test a behavior in production. Report progress in MSR.	

5.8 Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected. The general quality measures, set forth below, will be applied to each deliverable received from the Contractor under this order:

- Accuracy – Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity – Deliverables shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand, legible, and relevant to the supporting narrative. All acronyms shall be clearly and fully specified upon first use.
- Specifications Validity – All Deliverables must satisfy the requirements of the Government.
- File Editing – Where directed, all text and diagrammatic files shall be editable by the Government.
- Format – Deliverables shall follow DMDC guidance. Where none exists, the Contractor shall coordinate approval of format with the COTR.
- Timeliness – Deliverables shall be submitted on or before the due date specified

5.9 The Government will provide written acceptance, comments and/or change requests, if any, within 5 business days from Government receipt of the draft deliverable.

Deliverable	PWS Section	Due Date
PWS Section 4.1 NEATS & ATIMS Sustainment		
Software Release Notes	4.1.1.2	At least 3 calendar days prior to production release.
Updates to User Guides and Manuals	4.1.1.3	After QA release approval but prior to production release.
Monthly Status Report	4.1.1.7	Monthly
PWS Section 4.2 Quality Assurance		
Quality Management Plan	4.2.1	Updated upon request by government.
QA Metrics	4.2.2	Within 7 calendar days of QA support begin date, or upon request by government.
QA SharePoint site maintenance	4.2.1	Weekly or upon request by government.
QA Testing Strategy	4.2.3	Updated upon request by government.
Staffing Plan	4.2.1	Within 10 calendar days of award.
Automated Test Scripts	4.2.1	Within 7 calendar days of government notification requesting initial QA support. Weekly for ongoing iterations, or upon request by government.
Manual Test Case Report	4.2.2	Monthly with MSR reporting

Automated Test Case Report	4.2.2	Monthly with MSR reporting.
QA Test Plans	4.2.4	Within 7 calendar days of government notification requesting initial QA support. Weekly for ongoing iterations, or upon request by government.
Level of Effort and Resource Estimate	4.2.1	Initial estimate provided within 2 business days of project notification; final provided within 7 calendar days of project finalization notification.
Requirements Traceability Matrix (RTM)	4.2.3	Updated within 7 calendar days of government notification requesting initial QA support. Weekly for ongoing iterations, or upon request by government.
Testing Results and Change Management System (CMS) Region level readiness	4.2.1	7 calendar days prior to release to planned production or contractor test environment.
Issue Tracking Tickets and Reporting	4.2.1	Issues logged within 24 hours of discovery and reports
508 Compliance Audit Report	4.2.4	Quarterly; provide report within 7 calendar days of concluded audit.
QA In Progress Review (IPR) Agenda	4.2.1	Weekly.
QA IPR Meeting Minutes	4.2.1	Within 48 hours of IPR meeting
QA Off Hours Reporting	4.2.1	Weekly
Functional and Technical Meetings	4.2.1	Weekly/Monthly/Ad Hoc.

PWS Section 4.3 Reports		
Risk and Issue Identification	4.3.2.1	Within 24 hours of notification
Work Breakdown Structure	4.3.3.1	30 calendar days after TO Award
Project Schedule	4.3.5	As events dictate changes (close to real-time)
Project Notebook	4.3.5	Weekly
Meeting Minutes	4.3.5	Weekly, within 2 business days prior to next weekly meeting

6.0   GOVERNMENT FURNISHED PROPERTY/EQUIPMENT/INFORMATION (GFP/GFE/GFI)

Government Furnished Equipment (GFE) and Government Furnished Information (GFI) will be provided as necessary for the Contractors located on site. Provided equipment will cover a broad spectrum to include office space, office equipment (desk, chairs, tables, cabinets, copiers, furniture, etc.), and IT/telecommunications equipment (computers, servers, peripherals, telephone systems, etc.)

The Government will provide all software code, in all forms and formats for the supported systems; system documentation, including architecture and design documents; complete database schemas and dictionaries; architecture and design documentation on services and APIs; training materials; current manuals; system and operational scripts; hardware; commercial off-the-shelf software; hosting facilities; and all other relevant materials and equipment. The Government will facilitate and coordinate efforts with related Government entities required for system performance, operations, and support.

7.0   PLACE OF PERFORMANCE / HOURS OF OPERATION

7.1 The work under this task will be performed off site.

7.2 The contractor is responsible for conducting business between the hours of 8 a.m. to 5 p.m. ET, Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. The work under this task may require off hours support

during evening and weekend hours particularly for Tier 2 support and production implementations.

7.3 The Government may permit telecommuting by contractor employees when determined to be in the best interest of the Government in meeting work requirements. The contractor must have an established program subject to review by the Government. All telecommuting agreements must be authorized and approved by the COR and include the date, time, and description of the tasks to be performed. Telecommuting will be at no additional cost to the Government. Required travel to the Government site will be the expense of the contractor. The Contractor shall provide adequate oversight of work products to ensure contract adherence. Contractors shall have formal telework policies in place if telework is employed. Telework arrangements on individual task order may commence with Contracting Officer and Contracting Officer Representative (COR) approval under the following:

➢ Telework requests shall be approved by the Contracting Officer and the Contracting Officer Representative.

➢ Any equipment provided by the Government for telework purposes will be treated as Government Furnished Equipment

8.0 PERIOD OF PERFORMANCE

The period of performance for this Task Order will be 12-months from date of award (with two (2) 12 month option periods).

9.0 CONTRACTOR TRAVEL

9.1 The Government does not anticipate any travel. However, should travel be required, the following applies.

9.2 Local or long-distance travel may be required to various locations CONUS and OCONUS, as directed by the Government on a cost-reimbursable basis in accordance with the Joint Travel Regulations (JTR) Standardized Regulations per FAR 31.205-46, Travel Costs. Before contractor travel is executed, authorization must be given by the COR.

9.3 All non-local travel must be pre-approved by the Government and must be in accordance with the applicable Government Travel Regulation.

9.4 Note: Specific travel destinations cannot be determined at this time. Travel will be performed at the direction of the Government on a not to exceed basis. Any unused travel amount for the current period of performance will NOT be carried over to the next period of performance. If travel costs are expected to exceed this amount, the contractor shall notify the

Contracting Officer's Representative (COR) and obtain written authorization from the GSA Contracting Officer prior to travel.

9.5 Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs will be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel.

10.0 SECURITY

The contractor shall comply with all security requirements detailed in the PWS of the EITS II BASE IDIQ. In addition, all contractor personnel under this task order shall hold fully-adjudicated and active Public Trust clearances. Contractor personnel shall possess these security clearances at Task Order award.

The Government requires the contractor to establish that applicants or incumbents either employed by the Government or working for the Government under this contract are suitable for the job and are eligible for a public trust position at the appropriate level ***prior to contract award*** date. This includes the following:

> - US Citizen
> - Favorable FBI fingerprint check
> - Fully adjudicated background investigation completed

11.0 INSPECTION, ACCEPTANCE AND PAYMENT

11.1 The Government will designate officials who have been delegated specific technical, functional and oversight responsibilities for this contract. The designated officials are responsible for inspection and acceptance of all services, incoming shipments, documents and services.

The Contractor shall follow the Inspection and Acceptance requirements identified in the PWS Sections 7.0-7.5 of the EITS II Base IDIQ.

11.6 Invoicing

Requirements identified in the GSA Invoice Clause included in the EITS II Section B to E will be followed.

1.0   APPENDICES

Appendix A – Software Development Roadmap

Appendix B – Automation Standard Best Practices

Appendix C – Enterprise QA Roles and Responsibilities

Appendix D – DMDC ARB Charter References (Enclosure 1)

Appendix E – DMDC ARB Charter Required Artifacts (Enclosure 2)

Appendix F – DMDC ARB Charter Process Map and Description (Enclosure 3)

Appendix G – DMDC ARB Charter

Appendix H – CEAS Project Charter

Appendix I – CEAS Reports List

Appendix J – Template Checklist

Appendix O – EHRM Applications

12.0   APPLICABLE DOCUMENTS

Document	Web link
DoD Instruction (DoDI) 8500.1, Cybersecurity	http://www.dtic.mil/whs/directives/corres/pdf/850001_2014.pdf
DoD 5200.2-R, Personnel Security Program	http://www.dtic.mil/whs/directives/corres/pdf/520002r.pdf